

**MCI NOTICE TO INMATE/WARD FAMILY AND FRIENDS WHO RECEIVE COLLECT CALLS FROM
THE CALIFORNIA DEPARTMENT OF CORRECTIONS & REHABILITATION (CDCR) INMATES/WARDS
MCI DIRECT BILL ACCOUNT
ARE YOU BILLING \$100, OR MORE EACH MONTH IN COLLECT INMATE TELEPHONE SERVICES?**

Effective October 2005, MCI will initiate a new billing system that will impact the California Department of Corrections and Rehabilitation (CDCR) inmate/ward family/friends who bill \$100 or more each month for inmate/ward collect telephone calls. Please be aware that once you have billed \$100 in inmate/ward collect telephone calls with MCI, you may be required to set up an MCI Direct Billing Account. When this occurs, you will no longer have the option to pay for the inmate/ward collect calls via your telephone service provider.

Please direct all questions related to California inmate/ward telephone services to the MCI toll-free number at 1-866-770-4896.

WHAT IS THE DIRECT BILL PROGRAM AND HOW DOES IT WORK? Once you have reached \$100 in MCI inmate/ward collecting calling in any given month, you will be notified by MCI via an automated telephone message to call the MCI Customer Service Center and establish a Direct Billing Account. Upon establishment of a Direct Billing Account, MCI will set up a Direct Bill Account balance limit of \$100.

At the end of each month MCI will mail you a bill and remittance slip for you to make payment directly to MCI towards your account balance.

However, if during any given month the MCI inmate/ward collect call charges to your telephone number comes within \$25 of the \$100 balance limit, you will receive an MCI automated telephone message that advises you are coming close to your balance limit, and will provide you with the necessary information to allow you to make a payment.

Direct Bill customers can make multiple payments in a month in order to receive an unlimited number of inmate/ward collect calls. As long as a payment is received prior to your account reaching its \$100 limit, you will continue to receive unlimited inmate/ward collect calls without being blocked.

WHAT HAPPENS WHEN I REACH MY \$100 BALANCE LIMIT? When the \$100 balance limit is reached, and payment has not been received by MCI, your telephone number will be blocked from receiving inmate/ward collect calls until your balance is paid below \$100.

WHAT IS NECESSARY TO ESTABLISH A DIRECT BILLING ACCOUNT?* **Pre-payment is not required to set up this account.** When you call the MCI Customer Service Center, an MCI customer service representative will walk you through the steps to establish a Direct Billing Account. However in order to save time please have your telephone service provider's latest telephone bill handy. All of the necessary information that will be required to establish an account is located on this bill.

AM I REQUIRED TO SET UP A DIRECT BILLING ACCOUNT AT \$100, OR IS THIS OPTIONAL? Once you have billed \$100 in MCI inmate/ward collect calling in any given month, your phone number will be automatically transferred to the MCI Direct Billing program and you will need to provide to MCI the necessary information to establish a Direct Bill Account. At that time you will no longer have the option to pay for inmate/ward collect calls via your telephone service provider.

WHAT HAPPENS IF I DO NOT SET UP A DIRECT BILLING ACCOUNT? MCI will attempt to notify you via automated telephone call notification that you have billed \$100 in MCI inmate/ward collect calling and explain how to set up an account and provide the MCI toll-free number to contact. If a Direct Bill Account is not established within two (2) business days, MCI will block your telephone number from receiving inmate/ward collect calls until a Direct Bill Account is established.

IS THERE A CALL LIMIT OR A RESTRICTION ON THE NUMBER OF CALLS I CAN RECEIVE? No, the Direct Billing Program allows individual telephone numbers under this program to receive an unlimited number of MCI inmate/ward collect calls. Once payment is received and processed, your account balance will be adjusted and you will continue to receive calls again up to the \$100 limit. Therefore, as long as a payment is received prior to your account reaching its \$100 limit, you will continue to receive calls. Customers who pay their bill timely and consistently will be able to increase the initial \$100 balance limit on their account.

IS THE DIRECT BILLING ACCOUNT THE SAME AS SIGNING UP FOR MCI AS MY TELEPHONE SERVICE PROVIDER? **NO, THERE IS NO REQUIREMENT TO HAVE MCI AS YOUR LONG DISTANCE OR LOCAL TELEPHONE SERVICE PROVIDER, NOR WILL YOU BE ASKED TO CHANGE TO MCI AS YOUR TELEPHONE SERVICE PROVIDER!!!**

This is only a change in how you will receive bills and make payment for inmate/ward collect calling carried by MCI. Nothing will change with your telephone service being provided to you today.

MY COLLECT INMATE/WARD CALLING IS USUALLY OVER \$100: CAN I DO SOMETHING NOW TO CREATE AN ACCOUNT? No action is required until you receive notification from MCI via an automated message. When you contact MCI have a copy of your most current telephone bill available. If you bill over \$100 monthly in collect inmate/ward calling, you should expect to receive an automated call from MCI that will provide you with the MCI customer service toll-free number to contact.